# Quick Reference Guide
# T42XX

## What's in the box*:

**UK Telephone Cable**
Cable with small transparent connector at one end and larger white one at the other

OR

**ROI Telephone Cable**
(Has two small transparent connectors at each end) Not included with T4230.

**T4210, T4220 or T4230 terminal**

**Ethernet Cable ****
(thicker cable with RJ45 Connectors at each end)

**S9-PCI Pin-Pad**
Optional extra, only supplied if ordered

**Document pack**

**Power Supply**

**R3210 Contactless Reader**
Optional extra, only supplied if ordered

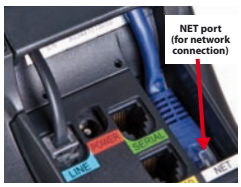
*Box contents may vary for replacement/swaps, **Ethernet cables are optional depending upon terminal model and order configuration

## 1. Connect the cables

**DO NOT CONNECT ELECTRICAL SUPPLY UNTIL INSTRUCTED**

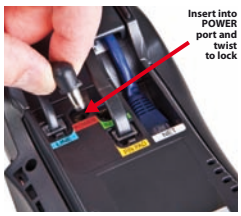
- Remove the Cable Tidy by sliding it out as shown.
- Connect one end of the telephone cable to the **blue** **LINE** port and the other end to an analogue telephone line wall socket. Not applicable to T4230.
- If an Ethernet cable was included in the box and you wish to use a network connection, connect one end to the **white** **NET** port and the other end to a network connection point. Not applicable to T4210 and T4230.

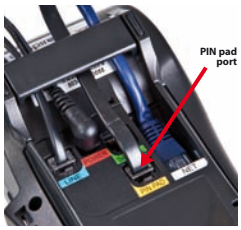
  **It may help to bend the cable end slightly before attempting to insert it.**




**Useful tips:**
- If connecting to a broadband phone line, ensure the terminal is connected to the link through a DSL filter.
- If connecting via Ethernet, ensure your firewall settings are set to allow the terminal to send and receive data over your network.

- Insert the Power Supply connector into the **red** **POWER** port in the 3 o'clock position shown.
- Turn the cable **anti**-clockwise from the 3 o'clock to the 12 o'clock position to lock it in place.
- **DO NOT** plug power supply into electrical wall socket
- If you have a separate PIN Pad, connect its lead to the **yellow** **PIN PAD** socket on the terminal.
- If you have a separate Contactless Reader, follow the instructions enclosed with the reader to fit it to the terminal.
- Arrange all cables to lay between the feet of the terminal, as shown. Slide the Cable Tidy back into position until you hear it click into place.




## 2. Insert a paper roll & switch on

- Using your fingers, pinch the sides of the Printer Cover and pull up firmly.

  **If this is a new terminal, remove the roll from the holder and remove any outer packaging that may be present.**
- Drop the paper roll into the holder with the paper feeding from underneath the roll.
- Pull a short length of the paper over the screen.
- Shut the Printer Cover over the paper until you hear it 'click'.
- Pull and tear the paper over the serrated edge as shown.
- Plug the Power Supply into an electrical socket and switch on the supply.

  After a few seconds the screen will show the desktop with icons and then the SALE / REFUND (Idle) Screen. The terminal will automatically connect to bank systems to logon as required.

**MID Entry:**
Your terminal may prompt for you to enter your MID as a security check.

**PABX/Prefix digit(s):**
If the phone line you intend to use needs a PABX/prefix digit(s) in order to dial out, your terminal will need to be configured for this.
Please read the User Manual for more information or call the helpdesk for assistance.

**DCHP:** (relevant if you are using a network connection)
Your terminal will be pre-configured for use on standard networks featuring DHCP (automatic allocation of IP address). In the unlikely event that your network does not have this feature, please call the helpdesk for assistance.

### Updates

Once a month, your terminal will connect to Spire systems to download any new software and/or important changes*. This update will typically occur during the night. For this reason, Spire suggests you leave your terminal powered on at all times. In the event of it being switched off when the update tried to take place, your terminal will notify you to leave its power on for another update attempt the following night.

* For Dial-Up Products: In the UK, calls for updates will be charged at £0.10 per minute from a BT landline. In ROI, calls will be charged at €0.065 per minute from an Eircom landline.
The charges for other networks may vary. Prices correct at the time of printing.

**Please turn over to continue... ▸▸▸**

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## Sale (Inserting a Chip Card)

**Step 1.** You can start a Chip and PIN sale transaction in one of two ways:

- Select SALE from the Idle Screen and insert a Chip Card into the terminal's Chip Card reader or into the optional PIN Pad.
- Insert the Chip Card straight into the terminal's Chip Card reader or into the optional PIN Pad.

**Step 2.** Type in the SALE AMOUNT in pence or cents (in Republic of Ireland / ROI) and press **Enter**.

*Example: Typing in **1000** would equate to a value of **£10.00 (€10.00 in ROI)**.*

**Step 3.** The customer must type in their PIN (Personal Identification Number) on the terminal keypad or the optional PIN Pad. After the PIN has been typed in, the customer should press **Enter.**

**The terminal will now attempt to connect to your Acquirer. The terminal will then display a response. If the transaction is APPROVED, the Approval Code will then be displayed and the terminal will print the Merchant Copy of the receipt.**

**Step 4.** Remove the card and tear off the Merchant Copy of the receipt and press **OK/Enter. The terminal will then print the Customer Copy of the receipt and display the response again.**

**Step 5.** Tear off the Customer Copy and hand it to the customer along with their card. Then press **Enter** to return to the idle screen.

## Sale (Keyed Entry, for Customer Not Present)

**Step 1.** Select SALE from the Idle Screen

**Step 2. N.B. On some software versions and configurations, amount entry is after Step 5.**

Type in the SALE AMOUNT in pence or cents, and press **Enter.**

*Example: Typing in **1000** would equate to a value of **£10.00 (€10.00 in ROI)**.*

**Step 3. Carefully** enter in the card number on the front of the card. As you type, you will notice that the message at the top of the screen changes to ENTER CARD NUMBER and the number begins to appear in the box on the screen. Once the number has been typed in correctly, press Enter.

**Step 4.** Type in the EXPIRATION DATE and press **Enter**.

**Step 5.** You will then be asked if the card is present. Press **NO/Clear** to continue or **Cancel** to cancel the transaction.

**Step 6.** Type in the 3 digit security code on the back of the card (4 digits on the front of the card for American Express) and press **Enter**.

**Step 7.** Type in the numbers from the Post Code of the card's registered address and press **Enter**.

*Example: GU**21 5**SB In this case you would enter the Post Code as **215**.*

Type in the house/building number of the card's registered address and press **Enter**.

**The terminal will now attempt to connect to the Acquirer.**

**Step 8.** Now you must decide if you are willing to continue with the transaction based upon the Acquirer response displayed.

**If you press NO/Clear, the terminal will print out the Reversal Copy of the receipt and connect to the Acquirer to reverse the transaction. If successful, the terminal will display REVERSAL ACCEPTED.**

Press **Enter** to return to the idle screen.

**If you press YES/Enter, the Approval Code will be displayed and the terminal will print the Merchant Copy of the receipt.**

**Step 9.** Tear off the Merchant Copy of the receipt and press **OK/ Enter.**

**Step 10.** Tear off the Customer Copy and press **Enter** to return to the idle screen.

## Refund (Inserting a Chip Card)

**Step 1.** Relect REFUND from the Idle Screen and swipe the Supervisor Card when prompted.

**Step 2.** Press **OK/Enter** to acknowledge that the terminal has accepted the Supervisor Card.

**Step 3.** Insert the customer's Chip Card into the terminal's Chip Card reader or into the optional PIN Pad.

**Step 4.** Type in the REFUND AMOUNT in pence or cents, and press **Enter**.

*Example: Typing in **1000** would equate to a value of **£10.00 (€10.00 in ROI)**.*

**The terminal will now attempt to connect to your Acquirer. The terminal will then display a response. If the transaction is APPROVED, the terminal will display REFUND ACCEPTED and the terminal will print the Merchant Copy of the receipt.**

**Step 5.** Remove the card and tear off the Merchant Copy of the receipt.

**Step 6.** The Merchant Copy of the receipt must be signed and the terminal will ask if the signature is correct.

**If you press YES/Enter** to confirm, the terminal will print the Customer Copy of the receipt and display REFUND ACCEPTED.

Press **Enter** to return to the idle screen.

## Settlement, X and Z Reports

### Settlement

**Step 1.** Ensure the Idle Screen is displayed. Then press the **SETTLE** button on the keypad.

**Step 2.** Swipe the Supervisor Card when prompted.

**Step 3.** If your terminal is configured with multiple Acquirers, select the Acquirer you want to settle (ALL HOSTS is recommended).

**The terminal will connect to the selected Acquirer(s) and print out the Settlement report(s). The Settlement totals will then be reset to zero.**

**Responses from host will be: Totals Agree, Totals Disagree, Totals Unconfirmed or Cannot Confirm (Refer to manual for explanations)**

### X and Z Reports

**PLEASE NOTE: The Supervisor Card and/or the local password (default is 0000) is required to access these reports.**

To access the reports menu, ensure the idle screen is displayed. Then press the **REPORTS** button on the keypad.

**X Totals.** This is a running report that can be printed off at any point during the day. It displays the total number and total value of transactions performed for each Acquirer since the last Z report was done, but does not reset the totals.

**Z Totals.** This report can be done at the end of each business day or working week. It performs the same function as an X Totals Report but then **resets** the reports totals in the terminal back to zero.

**Please refer to User Manual on User Documents CDROM for instructions including all screen prompts.**

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